

## **CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) NOTICE**

Federal law gives you a right to confidentiality of information about the telephone services you purchase from Grande, and requires us to protect the privacy of that information. Under Federal law, this telephone account information is referred to as Customer Proprietary Network Information ("CPNI").

### **DESCRIPTION OF CPNI**

CPNI is information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed by a customer. It is information made available to Grande by virtue of the customer-carrier relationship. CPNI does not include public directory listing information of subscribers.

### **COLLECTION AND USE OF CPNI**

In order for Grande to provide service to you and operate efficiently, we collect the following types of information about you that may constitute CPNI: your name, home and work address, telephone numbers, social security number, and credit information. Depending on the services to which you subscribe, our records may also include information on billing, payment, security deposits, maintenance and repairs, and the service options you have selected. Grande may also keep records of research concerning subscriber satisfaction with the service, which are obtained from subscriber interviews and questionnaires. Additionally, Grande may have a record of whether you rent or own your home in the event that landlord permission is required prior to installing our facilities. Grande also maintains subscriber correspondence (via email or otherwise). Under state and federal regulations, you have the right, and Grande has the duty, to protect your CPNI.

CPNI will be used by Grande to make sure you are billed properly for your services, to send you pertinent information about Grande's services, to improve quality of service, to answer questions that may involve troubleshooting, to ensure compliance with relevant contractual and legal obligations, and for tax and accounting purposes. More generally, applicable regulations allow Grande to use, disclose, or permit access to CPNI for the following purposes without customer approval: (1) to provide or market service offerings, or alternate versions of existing service, which may include additional or related offerings, within the category of service (i.e., local, interexchange) to which the customer already subscribes; (2) to provide optional extended area calling plans; (3) to market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features; (4) to provide inside wiring installation, maintenance, or repair services; (5) to initiate, render, bill for, or collect for customer-authorized telecommunications services; (6) to protect the rights or property of Grande; (7) to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; or (8) to market services other than those to which a customer already subscribes, or alternate versions of existing service, which may include additional or related offerings, if such customer contacts Grande to inquire about such service offerings.

### **CUSTOMER RIGHT TO RESTRICT CPNI**

Under state and federal regulations, you have the right to affirmatively restrict Grande from using your CPNI for the purposes identified in items (1) to (3) described in the preceding paragraph. However, you cannot prohibit Grande from using CPNI for the purposes identified in items (4) to (8). In order to restrict Grande's use of your CPNI, you must send a notice to Grande in writing (See contact information section). Grande will not assess a fee for any election to restrict the use of customer CPNI.

### **CUSTOMER REQUIRED APPROVAL**

Grande may not use, disclose, or permit access to customer CPNI without approval in order to market customer service offerings that are within a category of service other than that to which the customer already subscribes. Grande may obtain such approval through written, oral, or electronic method, and such approval may enhance Grande's ability to offer products and services tailored to the customer's needs. Customer denial of approval will not affect the provision of any telecommunications services to which the customer subscribes. Any approval or denial of approval will be valid until the customer affirmatively revokes or limits such approval or denial. In addition, through an affirmative written request, a customer may direct Grande to disclose CPNI to a specific person or for a specific purpose. In this notice, Grande is not

requesting your approval for use of CPNI for any purpose.

### **SECURITY CODE**

Due to Federal Regulation, Grande Communications is required to obtain accurate identification from the Grande account holder before making any adjustments to an account. To do so, Grande has assigned a Security Code to every customer's account. This Security Code will be required every time the customer calls in to access or make changes to the account. Customers may change the Security Code by contacting Grande's Customer Care Representatives (see contact information section).